

# SAP ENABLE NOW USER ADOPTION HEALTH CHECK

Offer Summary & Enablement



## What's the User Adoption Health Check Offer?

- How the no-cost User Adoption Health Check works and what is covered
- Deliverables/Outcomes

## Why would I invest in a User Adoption Health Check?

- You are post-go live and have pain points
- You are mid-project and have concerns
- Benefits of a Health Check

# AGENDA

TRANSFORM WITH US



# CUSTOMER FACING

WHAT'S THE USER ADOPTION HEALTH CHECK OFFER?

# GP STRATEGIES WANTS TO HELP YOU ACCELERATE ADOPTION

- • • What can you do before your next project, or during your current one?

## BOOK A RAPID USER ADOPTION HEALTH CHECK: No-cost 2-hour Virtual Conversation with SAP Learning Experts

You'll complete a questionnaire to self-assess your internal capabilities and plans.

Adoption-related topics include:

**ORGANIZATIONAL CHANGE MANAGEMENT** – such as engaged sponsors and active two-way communication channels

**USER ADOPTION & SUPPORT STRATEGY** – what tools do you own/use, and how is content deployed to users?

**SUSTAINMENT** – such as resourcing for support of continuous learning programs, and whether you're meeting ongoing learning needs for migration to cloud

Your Health Check deliverable is a custom scorecard that captures responses and produces a summary of your strengths, gaps, risks and readiness

Use scorecard to gain buy-in for targeted budget/resources

Leverage scorecard to gain further leadership alignment & commitment

WHY SHOULD I INVEST IN A  
USER ADOPTION HEALTH CHECK?

## YOU HAVE PAIN POINTS POST GO-LIVE, SUCH AS:

- • • Higher than expected help desk call volume
- • • User complaints that training content is not available, nor engaging enough
- • • Administrators experiencing frustration with performing critical system tasks
- • • Disconnects across the organization, ie, struggles within specific lines of business or geographies



WHY SHOULD  
I CARE?



**WHY SHOULD  
I CARE?**

## YOU ARE MID-PROJECT AND HAVE CONCERNS SUCH AS:

- • • No clear plan in place to communicate with or prepare/train users
- • • Lack of team resources/budget/time to support user adoption

## WHAT ARE THE BENEFITS OF A HEALTH CHECK?

- • • A health check is a low-cost way to “take the temp” of current projects and initiatives within your organization, uncovering critical needs to improve adoption.
- • • It supports your users in their adoption journey, providing resources and guidance for new technology.
- • • Allows you to identify pain points and provide solutions early on, giving you the best outcome with your technology implementation.



**WHY SHOULD  
I CARE?**



# CONTACT US

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